

**UNITED STATES PATENT APPLICATION FOR:**

**METHOD AND APPARATUS FOR AUTOMATING SOFTWARE UPGRADES**

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# **METHOD AND APPARATUS FOR AUTOMATING SOFTWARE UPGRADES**

## **CROSS-REFERENCE TO RELATED APPLICATIONS**

[0001] This application is related to U.S. patent application serial no. 09/865,371, filed on May 25, 2001, entitled METHOD AND APPARATUS FOR UPGRADE ASSISTANCE USING CRITICAL HISTORICAL PRODUCT INFORMATION; U.S. patent application serial no. 09/892,424, filed on June 27, 2001, entitled APPARATUS, METHOD, AND BUSINESS METHOD FOR ENABLING CUSTOMER ACCESS TO COMPUTER SYSTEM PERFORMANCE DATA IN EXCHANGE FOR SHARING THE PERFORMANCE DATA; and U.S. patent application serial no. 09/892,435, filed on JUNE 27, 2001, entitled APPARATUS, METHOD, AND BUSINESS METHOD FOR ENABLING CUSTOMER ACCESS TO COMPUTER SYSTEM EXECUTION DATA IN EXCHANGE FOR SHARING THE EXECUTION DATA.

## **BACKGROUND OF THE INVENTION**

### **Field of the Invention**

[0002] The present invention generally relates to software upgrades. More particularly, the present invention relates to automation of software upgrades utilizing computer implemented methods for verifying currently installed software on a system and ordering a customized software upgrade.

### **Description of the Related Art**

[0003] Generally, software upgrades are periodically released to improve previous versions/releases of the same software, and correspondingly, customers periodically update their software versions/releases to the software upgrades. Traditionally, upgrading to the current software version/release is a time-consuming manual process that involves both the customer and the software sales representative in various tasks. In a typical software upgrade process, after being notified of a software upgrade release, the customer contacts the software sales representative to request the software upgrade. The sales representative must verify that the customer is entitled to the new version/release (e.g. they have the right business contracts and they have Proof of

Entitlement (POE) for the software). Then, the software sales representative must determine the software inventory currently installed on the customer system and whether that software has changed configuration in the new version/release. The software sale representative also needs to validate the customer software inventory against administrative database records, updating administrative records as required to synchronize records. The sale representative then prepares and submits a software configuration order to the customer for order approval. The software configuration order is then forwarded through the administration system to a fulfillment and distribution center, where the software order is prepared and shipped to the customer. The process for a customer to obtain a software upgrade usually takes many days (sometimes more than a week) because of the required manual tasks performed by both the customer and the sales representative.

[0004] In addition to the time consumed by this laborious process, the traditional software upgrade process is also error-prone due to the many manual steps and the complexities involved with software configuration (e.g., pre-requisites and co-requisites). Because the demands of world wide e-business solutions which require constant availability, customers cannot afford to be "out of service" for any period of time.

[0005] Therefore, a need exists for a more expedient way for customers to obtain software upgrades, particularly, minimizing the required manual tasks performed by the customer and the sales representative while maximizing accuracy of the software upgrade order.

## **SUMMARY OF THE INVENTION**

[0006] Embodiments of the invention generally provide method and apparatus for obtaining software upgrades. One embodiment provides a method for upgrading one or more software releases on a customer computer, comprising: receiving, by a supplier system, a software inventory from the customer system; verifying one or more business contracts for the software inventory utilizing one or more databases connected to the supplier system; and determining one or more software upgrade releases for the software inventory utilizing a product topology database connected to the supplier system.

[0007] Another embodiment of the invention provides a method for collecting information on the installed software on the customer's machine and processing the collected information in a supplier system. The customer's currently installed software inventory may be utilized to simplify the upgrade process and to improve accuracy of the software upgrade.

[0008] Another embodiment provides automation of software configuration based on a data modeling of the software product topology, mapping of release to release changes and verifying pre-requisite/co-requisite information.

[0009] Still another embodiment provides for integration with business processes to fully automate the software upgrade transaction. This includes the software inventory collection and automation of software configuration, as well as automatic entitlement checking and programmatic interfaces to fulfillment and distribution systems.

#### **BRIEF DESCRIPTION OF THE DRAWINGS**

[0010] So that the manner in which the above recited features, advantages and objects of the present invention are attained and can be understood in detail, a more particular description of the invention, briefly summarized above, may be had by reference to the embodiments thereof which are illustrated in the appended drawings.

[0011] It is to be noted, however, that the appended drawings illustrate only typical embodiments of this invention and are therefore not to be considered limiting of its scope, for the invention may admit to other equally effective embodiments.

[0012] FIG. 1 is a high-level diagram of a networked environment.

[0013] FIG. 2 is a system diagram of an environment having a owner/customer side and a supplier side.

[0014] FIG. 3 is an overall dataflow for combining workload requirements in generating an order.

[0015] FIG. 4 is a performance collection data structure.

- [0016] FIG. 5 is an illustrative agent function flow.
- [0017] FIG. 6 is an illustrative method for compiling and summarizing historical data.
- [0018] FIG. 7 is an illustrative solution input flow defining how third party solutions or capacity planners can input their workflow impact into a defined process.
- [0019] FIG. 8 is an illustrative system sizer process.
- [0020] FIG. 9 is an illustrative comparison process for comparing different product capabilities and prices.
- [0021] FIG. 10 is an illustrative configuration process for determining a valid system.
- [0022] FIG. 11 is an illustrative order process to build and communicate successful order acceptance.
- [0023] FIG. 12 is a graphical user interface of a homepage for a customer system supplier.
- [0024] FIG. 13 is a graphical user interface formatted to show trends based on historical data.
- [0025] FIG. 14 is a graphical user interface detailing trend and history information in a graphical format.
- [0026] FIG. 15 is a graphical user interface illustrating a workload selection page.
- [0027] FIG. 16 is a graphical user interface illustrating a workload definition page.
- [0028] FIG. 17 is a graphical user interface illustrating an advanced growth options page.
- [0029] FIG. 18 is a graphical user interface illustrating a recommendation page.
- [0030] FIG. 19 is a graphical user interface illustrating a comparison page.
- [0031] FIG. 20 is a graphical user interface illustrating a comparison page.
- [0032] FIG. 21 is a graphical user interface illustrating a configuration page.

[0033] FIG. 22 is a graphical user interface illustrating an order entry screen.

[0034] FIG. 23 is a diagram of a network environment comprising a plurality of client computers networked with a sizing system and a configuration information supplier system.

[0035] FIG. 24 is an architecture diagram of one embodiment of a physical device placement system.

[0036] FIG. 25 is an architecture diagram of another embodiment of a physical device placement system.

[0037] FIG. 26A is an exemplary interface file input to a configuration server.

[0038] FIG. 26B is an exemplary interface file output from a configuration server.

[0039] FIG. 27 is an illustrative graphical user interface configured for input of a machine type, plant code and serial number.

[0040] FIG. 28 is an illustrative graphical user interface configured for input of a base system.

[0041] FIG. 29 is an illustrative graphical user interface configured for input of a purchase order number.

[0042] FIG. 30 is a flowchart illustrating a method for handling device placement requests.

[0043] FIG. 31 is a flowchart illustrating a method for handling device placement requests introduced in FIG. 7.

[0044] FIG. 32 is a flowchart illustrating a method for handling a machine specific device placement request using customer supplied data.

[0045] FIG. 33 is a flowchart illustrating a method for handling a base system request type.

[0046] FIG. 34 is a flowchart illustrating a method for handling a purchase order request type.

[0047] FIG. 35 is an illustrative graphical user interface configured for displaying results of a placement query.

[0048] FIG. 36 shows one embodiment of a processing system 3600 for providing software upgrades to customers.

[0049] FIG. 37 is a flow diagram illustrating one embodiment of a method 3700 for processing a software upgrade request.

[0050] Figure 38 illustrates one embodiment of a GUI 3800 configured for a login request.

[0051] Figure 39 illustrates one embodiment of a GUI 3900 configured for displaying messages to a user.

[0052] Figure 40 illustrates one embodiment of a GUI 4000 configured for user selection of a specific customer system to be upgraded.

[0053] Figure 41 illustrates one embodiment of a GUI 4100 configured for user selection of a target release for the software upgrade.

[0054] Figure 42 illustrates one embodiment of a GUI 4200 configured for user selection of languages for the software upgrade.

[0055] Figure 43 illustrates one embodiment of a GUI 4300 configured for user acceptance of a software upgrade order.

[0056] Figure 44 illustrates one embodiment of a GUI 4400 configured for user confirmation of entitlement to a software upgrade.

[0057] Figure 45 illustrates one embodiment of a GUI 4500 configured for user verification of shipping address for a software upgrade order.

[0058] Figure 46 illustrates one embodiment of a GUI 4600 configured for providing a receipt with confirmation/tracking number for a software upgrade order.

[0059] Figure 47 is a flow diagram illustrating one embodiment of a method 4700 for processing a software upgrade request.

- [0060] Figure 48 illustrates one embodiment of a vital product data (VPD) table 4800.
- [0061] Figure 49 illustrates one embodiment of a Cross Release ID (CRID) Map 4900.
- [0062] Figure 50 is a flow diagram illustrating one embodiment of a method 5000 for determining software to be ordered.
- [0063] Figure 51 shows one embodiment of product categories utilized for step 5020.
- [0064] Figure 52 illustrates embodiments of the Release to Release Mapping step 5030.

## **DETAILED DESCRIPTION OF THE PREFERRED EMBODIMENT**

### **System Sizing and Configuration**

[0065] Embodiments of the present invention provide for an integrated methodology simplifying the upgrade choices for complex computer products through the use of automation and integration of product monitoring and business applications. In general, a method comprises data collection and summarization, transmission, workload estimation, solution generation, configuration and product ordering. In one embodiment, methods and systems provided herein are configured with Web-based capabilities. However, any networked environment and interface format may be used to advantage.

[0066] FIG. 1 is a diagram of a networked environment 100 generally defining a relationship between a computer system customers/owners side 102 and a computer system supplier side 104 (the "supplier 104"). The customers/owners side 102 may include any person, group of persons or enterprise who individually or collectively operate one or more computer systems 106<sub>1</sub>, 106<sub>2</sub>...106<sub>N</sub>. The computer systems may be any computerized device including personal computers (PCs), workstations, servers, wireless devices, personal digital assistants (PDAs), and the like. Each computer



system 106 includes a performance database 110<sub>1</sub>, 110<sub>2</sub>...110<sub>N</sub> containing performance data about various system resources, threads of execution, configuration information, etc., for the computer system 106. Each computer system 106 further comprises an data collector agent 108<sub>1</sub>, 108<sub>2</sub>...108<sub>N</sub> (referred to as the "agent 108"). The agent 108 may be any combination of software and hardware configured to automate collection and summarization of the performance data. One commercially available agent is the PM/400 agent available from International Business Machines, Inc. The resulting agent data is stored in an agent database 112<sub>1</sub>, 112<sub>2</sub>...112<sub>N</sub> and is periodically exported to the supplier 104. Subsequently, the computer system 106 may execute a client program 107 (e.g., a web browser) to access the data managed by the supplier 104.

[0067] The supplier 104 is any entity or organization capable receiving, processing and maintaining agent data from a plurality of customer computer systems 106 in order to facilitate product and system upgrades/enhancements. The supplier 104 operates a supplier system 105 configured to establish a network connection with one or more of the customer computer systems 106 via a network 103. In one embodiment, the network 103 is the Internet. In another embodiment is a network private connection/network between the customer system 102 and the supplier system 105. Illustratively, the supplier system 105 comprises a historical summary server 114 and a system sizer 116. The historical summary server 114 and/or the system sizer 116 are each in communication with a plurality of databases 117. The databases 117 include a history tables database 118, a solutions table database 119C, a recommendation tables database 120, a starting configuration tables database 121, a configured system database 122 and an order tables database 123. In one embodiment, the system sizer 116 is configured with or configurable with one or more solution plug-ins 124, which include capacity planners 125 (shown in FIG. 2).

[0068] As shown in FIG. 1, the supplier system 105 includes a plurality of solution tables databases 119A-C. The solution tables databases 119A-C (collectively referred to as solution tables database 119) indicate that solution tables may be generated/provided by various means and sources. A first solution tables database 119B is shown associated with the historical summary server and represents solution tables generated using the information contained in the history tables database 118. A second solution tables database 119B is shown associated with the solution plug-ins 124 and represents solution tables for third-party system solutions. A third solution

tables database 119C represents any other sources of solution tables including, for example, solution tables generated in response to user supplied information while interacting with the supplier system 105 (e.g., while interacting with a web page hosted by the supplier system 105). The user-supplied information may be provided in response to predefined questions presented by the supplier system 105 to a user or by modifications made by the user to information provided by the supplier system 105.

[0069] The operation of the networked environment 100 may be described with reference to FIG. 2. The overall operation is indicated by a series of circled numerals, wherein each numeral represents one or more processing steps. Any and all stages of the illustrated business process may be performed iteratively, thus enabling a user (e.g., the customers 102, the supplier 104, and business partners) to address a total solution.

[0070] For purposes of illustration, only one customer/owner computer system 106 is shown in FIG. 2. However, it is understood that the supplier system 105 will typically communicate with a plurality of computer systems 106 (as shown in FIG. 1). It should also be understood that the computer 106 making a request for upgrade information may or may not be the same computer that initially provided the relevant agent data. It is further understood that while Fig. 2 shows only one solution table 119, a plurality of solution tables may be provided.

[0071] Initially, raw performance data from the computer system 106 is collected and stored in the performance data database 110. Performance data collection may be facilitated by a product and/or system specific function such as the O/S 400 Collection Services available from International Business Machines Inc. Embodiments for data collection which may be used to advantage are further described in U.S. patent application serial no. U.S. patent application serial no. 09/892,424, filed on June 27, 2001, entitled APPARATUS, METHOD, AND BUSINESS METHOD FOR ENABLING CUSTOMER ACCESS TO COMPUTER SYSTEM PERFORMANCE DATA IN EXCHANGE FOR SHARING THE PERFORMANCE DATA; and in U.S. patent application serial no. 09/892,435, filed on JUNE 27, 2001, entitled APPARATUS, METHOD, AND BUSINESS METHOD FOR ENABLING CUSTOMER ACCESS TO COMPUTER SYSTEM EXECUTION DATA IN EXCHANGE FOR SHARING THE EXECUTION DATA, which are incorporated by reference in their entirety.

[0072] The performance data is then summarized and exported to the supplier system 105. The summarized and exported data is referred to as agent data and is contained in the agent data database 112.

[0073] Summarization and exportation need not occur on the same cycle. For example, performance data may be collected daily while agent data may be exported daily, weekly or monthly. In one embodiment, the agent process on a customer system 106 is activated to automate the process of summarizing raw performance data for 24 hour time period. The summarized agent data is processed to determine averages, peaks, minimums, and maximums by job, job type, workloads, user, and total system for that time period (i.e., the 24 hour time period). The granularity of data is determined according to the age of the data, with granularity decreasing with age. This occurs because over time the data is processed and condensed.

[0074] Upon receipt by the supplier system 105, the agent data is stored to a historical tables database 118, which is under the control of the historical summary server 114. In one embodiment, the historical summary server 114 maintains twenty-four months worth of historical data for the plurality of computer systems 106 in the historical tables database 118. At some timed interval (e.g., monthly) the historical summary server 114 operates to merge the summarized agent data with older history data (previously collected from the same computer system 106) in the historical tables database 118. Data in the centralized data repository (History data) is processed by some timed interval (monthly) creating a daily, weekly, and/or monthly profile to show statistically and graphically what happens week to week and month to month etc. In particular, the historical data is analyzed to determine growth rates, consumption rates, monthly averages, seasonal peaks, growth parameters, and trends using the data provide by the customer systems 106. In this manner, the supplier 105 is provided with important summarized statistics for later use.

[0075] Summarized performance data contained in the historical tables database 118 is then fed into a system sizer 116. The role of the system sizer 116 is to analyze the data and determine system resource requirements currently needed (current system needs) and those resources that might be needed at a future time (projected system needs). One system sizer that may be used to advantage is the IBM Workload Estimator for iSeries available from International Business Machines, Inc. Illustrative

system resources that may be accounted for by the system sizer 116 include the system CPU, the system memory, the hard disk, etc.

[0076] In one embodiment, the system sizer 116 defaults the performance requirements to current system usage. The end user of the system/component has numerous options to then tailor and customize the projection. The user selects from the amount of CPU, interactive capacity, DASD, memory, etc., to control the growth projections that best reflect the system's use. The user can also select periods most representative of the system's typical work load by removing those that do not apply. The user can then modify the intended use of the system based on new programs/applications and solutions such as Domino serving, server consolidation, or Websphere serving, for example. The user may iterate through this step of the process, trying out variations ("What-ifs") for workloads to include, workload definition details, assumptions, and growth options before proceeding to the next step.

[0077] In one embodiment, the system sizer 116 provides for tying in the capabilities of capacity planners 125 and solution plug-ins 124. Such an arrangement may be particularly beneficial where the system sizer 116 is intended to be a quick and easy-to-use component with accuracy sufficient for marketing purposes. Where much greater accuracy and precision is desired, the system sizer 116 could communicate with a capacity planner 125 (by the supplier 105 or a 3rd party). As is well-known, capacity planners employ elaborate and detailed system models to project with great accuracy and precision. An exemplary capacity planner which may be used to advantage is Best/1 available from BMC Software, Inc.

[0078] Additionally or alternatively, solution providers can define plug-ins 124 to the system sizer 116. This provides a means to externally describe the impacts of the solution on the system resources and have them considered as part of the overall affect of the total needs of a user. For example, system sizer 116 may utilize impact descriptions provided by third-party solutions such Domino and Websphere. To this end, the system sizer 116 supports the plug-in screen displays, parameter inputs, and solution-specific system resource requirements inclusion into the total system resource requirements.



0083] The foregoing process provides value at any given stage and the value of the process compounds as more stages are included. Accordingly, the process does not require completion in a continuous effort. To the contrary, the process is flexible and allows for exiting at the different stages and later re-entry to continue the process. To achieve this result, a user's state of progression is preserved and passed between each of the different layers. For example, the data that enables the comparison tool 202 is the same data needed for the configurator definition processes.

0084] In addition, the foregoing process is sensitive to the different levels of expertise of users utilizing the supplier system 105. To improve the productivity of all groups, the embodiments of the present invention provide each individual the ability to enter the process at their own comfort level. By driving as much of the process through realtime data directly from the supplier system 105, and solution tables from solution suppliers 124 the overall expertise required by the user is reduced.

0085] The system 105 and its related operation are merely illustrative. In another embodiment, the supplier system 105 may be operated by an independent party, thereby facilitating communication between end-users, the supplier 102, business partners and others. In such an environment, the system 105 may be understood to operate as a broker. Further, any one or combination of the components of the supplier system 105 may be remotely located and operated (e.g., by an application service provider (ASP)). For example, any or all of the databases described above may be located at a remote storage facility. In another embodiment, the overall process implementation may be hosted by servers of the supplier 102 but executed on behalf of business partners of the supplier 102. In this way, a user could enter the process from a business partner web site and the output would flow back to the user from the business partner web site. Persons skilled in the art will recognize other embodiment within the scope of the present intention.

0086] Regardless of the particular arrangement, the environments described with reference to FIGS. 1-2 are particularly well suited as Web implementations. Providing the supplier historical information database, system sizing, capacity planning, solution plug-ins, system model selection, configuration, system ordering, and order status inquiry off the web allows easy user access for recommendations unique to the user based on the information provided. Web deployment also allows for easier and more

expedient process or component modifications should additional conditions be discovered in the field that could not have been covered in the testing phase of the product. Thus, the present embodiments allow for dynamic modification of the recommendations based on real usage to enhance those originally determined from product test phases.

[0087] FIGS. 3-11 show embodiments of data flows emphasizing the nature of the data used and the manner in which it is generated and processed. As will be clear from the nomenclature, each of the data structures referred to below has a corresponding database shown in FIGS. 1 and 2. Illustratively, the data is stored in tables. The tables may be arranged as a plurality of columns and rows, wherein each row is a record.

[0088] Referring first to FIG. 3, an overall data flow 300 is shown. The data flow 300 includes a collected performance data table 302, a product based summarization data table 304 (i.e., the agent data), and a historical data table 306 (a historical rollup of the product based summarization data table 304). Used in parallel, these data facilitate the automation and dynamic collection of solution tables 308. This can be done on a solution basis, a product basis or set of products basis. Other solution tables can be generated from asking the user a series of questions such as usage questions, workload descriptions, and workload consumption to generate the solution table for non-automated data collection.

[0089] The system sizer 116 then consolidates these solution tables 308 and produces a single workload estimation table, i.e., a recommendation table 310. The recommendation table 310 outlines the recommendations based on the integration of the multiple solution tables 308 being consolidated into a single workload. Subsequently, a starting configuration data table 312 (contained in the starting configuration table database 121) is used to help select the best fit for a particular workload mix and a configuration and price are determined from a configuration table 314 (contained in the configured system database 122). The result may then be displayed to a user for approval. After the user has seen and approved a configuration, the order can be placed and is represented here in the order file 316 (which may then be stored to the order table database 123).





into summarized data which is managed and archived by the agent 108 and later exported by an automated means (such as a job scheduler) into the historical table 306.

[0093] FIG. 5 also shows one embodiment of a record 504 contained in the agent table 304. The agent table comprises a contact information entry 506, current system entry 508, a job entry 510, a job type entry 512, a user entry 514, a summary entry 516 and a time period entry 518. Examples of contact information include name, address, telephone number. The current system attributes contain elements such as CPU, memory and storage space sizes or capacities, configuration definitions such as mirrored DASD, partitions used, etc. Job information 510 is statistics relating to a specific job such as response time, wait time, processing time. Job type information 512 is statistics on a type of job or task such as interactive, batch, or system. User data relates to a specific user identifier. Summary information is data summarized for a period of time such as a first shift or a second shift. The time period includes the number of samples taken by the agent function 502 and the sample period or timeframe (e.g., 5 or 15 minute intervals).

[0094] FIG. 6 shows a method 600 illustrating the operation of a historical process 602 with respect to the agent table 304 and the historical table 306. The historical process 602 compiles or summarizes larger amounts of alert data into monthly cells of information. Each computer system 106 has a history of its operation over the past, for example, 13 months (or less if monitoring has not been active for 13 months or more). After importing the agent data for the collection period, the sample is archived in the historical table 306 and calculations are made to calculate daily, weekly, monthly statistics. In addition, the job and job types are derived, and the workload and user supplied trends for growth, monthly and daily operations are added to the historical table 306.

[0095] An illustrative record 604 of the historical table 306 is shown in FIG. 6. The record 604 comprises an agent data entry 606, a growth rate entry 608, a shift entry 610, a processor trends entry 612, a profile entry 614, a summary entry 616 and a time period entry 618. The agent data 606 entry may contain contact information, current system attributes, job information, job type, workload, and sample interval. The growth rate entry 608 contains calculated utilization for a particular resource. The shift is defined by a user and indicates when the information was collected and for which IT

operational shift. The trends entry 612 contains calculated projections for system resources (such as CPU, disk, interactive feature card) based on current growth. The profile entry 614 contains averages across different collected metrics to delineate the differences between what a typical day or month looks like. The summary entry 616 contains the summation of calculated averages for different collected resources and metrics.

[0096] As described above, the solution tables 308 may be created automatically (i.e., through the use of automatic performance data collection and system sizing) or manually. In either case, information from third party solutions providers and capacity planners may be used. Further, the automatic and manual methods may be used in tandem. Such an approach is illustrated in FIG. 7.

[0097] FIG. 7 shows a solution input flow 700 defining how third party solutions or capacity planners can input their workload impact into a defined process in a more manual fashion while also allowing for automated solution input flows. In general, the solution in the flow 700 includes first asking a series of use questions 702 and secondly asking particular questions regarding the workload description 704 itself. In addition, automated solution input flow 706 are provided. Both methods (i.e., automatic and manual) require a defined workload consumption 708 to be assigned in order to derive a solution table 308. By allowing both methods as input through a common solution table definition the system sizer 116 can apply workload impacts from many different vendor sources to compile an overall system impact in an integrated fashion.

[0098] FIG. 7 also shows one embodiment of a record 710 contained in the solution table 308. The record 710 is made up of several key data elements including a user entry 712, a solutions description entry 714, a current system attributes entry 716, a workload type entry 718, a usage period entry 720, and a workload consumption entry 722. Examples of a user include a customer, a business partner selling the product, or employees of the solution provider themselves. The solutions description identifies the solution as a particular solution such as Lotus Notes, WebSphere, JDE OneWorld, etc. The current system attributes contain elements such as CPU, memory and storage space sizes or capacities, configuration definitions such as mirrored DASD, partitions used etc. The workload type is defined by the supplying vendor and examples include traditional, Lotus Notes, Java or other program execution models which bring differing

workload demands to the computer system 106. The usage period includes the number of data intervals and the data interval period or time frame, such as 1 months worth of data or 1 day or 1 week. The workload consumption is the actual use of the measured data on system resources like CPU, DASD and memory.

[0099] FIG. 8 shows an embodiment of a system sizer process 800. The system sizer process 800 defines how the system sizer 116 processes inputs (e.g., solution tables) and generates the recommendation table 310. As described above, solution tables can be generated from third party solutions or capacity planners and adopted at step 802. In addition to accepting solution tables as input, the system sizer 116 may add product specific solution tables 308 supported within the sizer 116 itself, as represented at step 804. In one embodiment, product specific solution tables supported by system sizer 116 include Domino Mail, HTTP Websphere, etc. At step 806, the system sizer 116 consolidates the workload consumption requirements from all the solution tables 308. The recommend table 310 is a result of determining, at step 808, the systems acceptable to support the consolidated requirements. Throughout the process 800 the user is provided the ability to adjust (block 810) the inputs, consolidation, and determinations made by the sizer 116.

[00100] The recommendation table 310 is a result of the system sizer process 310. It represents one or more systems with resources capable of handling the requirements. FIG. 8 shows one embodiment of a record 812 contained in the recommendation table 310. Illustratively, the record 812 comprises several key data elements including a user entry 814, an estimated system attributes entry 816, and a time period entry 818. Examples of a user include a customer, a business partner selling the product, or employees of the solution provider themselves. The estimated system attributes contain elements such as system model, CPU, memory and storage space sizes or capacities, configuration definitions such as mirrored DASD, partitions used etc., and descriptive or cautionary comments that may apply to the specific system. The time period indicates whether the estimated system meets the current requirements or for a future point in time (e.g., 12 months) as selected by the system sizer user.

[00101] FIG. 9 illustrates one embodiment of a comparison process 900 implemented by the comparison tool 202. The comparison process 900 defines the way the comparison tool 202 facilitates the comparison of different product capabilities and



interplay between parts, a validation step must be executed any time the user selects a new system feature. Thus, at step 1006 the process 1000 queries whether the configuration is valid. Examples of validation logic are prerequisite parts that must be on the system for a feature to function, parts that are mutually exclusive, allowed upgrade paths, available card and device slots, etc. If step 1006 is answered negatively, the method 1000 returns to step 1002. Once a valid configuration is generated, the process 1000 proceeds to step 1008 and queries the user for acceptance. If the user does not accept the configuration, the method 1000 returns to step 1002. By iterating through the configuration tool, the user builds the complete configured system desired. Once a valid configuration is accepted by the user, the configured system table 314 is output. The configured system table 314 includes the complete information necessary to bill the user and manufacture the system.

**[00104]** FIG. 10 shows one embodiment of a record 1010 of the configured system table 314. The record 1010 comprises several key data elements including a user entry 1012, a system detail entry 1014, a total price entry 1016 and a manufacturing input entry 1018. The user is the same user as in other process steps to ensure continuity throughout. The system detail is the detailed list of parts to build the system in the form of model numbers, part numbers, features, etc. System detail is a detailed and complete list of features to build the system from. The total price is the price the user can expect to be invoiced. Manufacturing input is any additional information manufacturing may need, such as special card placement, software preloads, etc.

**[00105]** FIG. 11 shows one embodiment of an order process 1100 implementing the order function 206. The order process 1100 defines the necessary steps to build and communicate successful order acceptance. Using the configured system table 314 as input, the method 1100 first determines manufacturing steps necessary to build the configured system at step 1102. At step 1104, manufacturing resources are scheduled and tracking numbers are assigned. At step 1106, the method 1100 queries whether the parts are available. If not, the method 1100 returns to step 1102. If the parts are available, the method 1100 outputs the order table 316.

**[00106]** One embodiment of a record 1110 contained in the order table 316 is shown in FIG. 11. The order table record 1110 comprises several key data elements including a user entry 1112, a manufacturing tracking entry 1114 and a ship data entry 1116. The

user entry 1112 includes, for example, the destination shipping address. The manufacturing tracking entry 1114 includes tracking numbers useful in tracking the status of the order through manufacturing. The ship data entry 1116 includes such things as tracking numbers that can be used for tracking shipments through common carriers.

[00107] For purposes of illustration, a series of graphical user interfaces (GUIs) are described below. The GUIs display relevant information to users and provide fields for user input. In the illustrative embodiment, the GUIs are Web based and accessible through Web browsers executing on the customer systems 106. The GUIs may be stored anywhere on the supplier system 105 and/or may be dynamically generated in response to requests. It is understood that the GUIs are merely illustrative and that any variety of additional or modified user interfaces are contemplated as embodiment of the present invention.

[00108] FIG. 12 shows a GUI 1200 provided to a user accessing the uniform resource locator (URL) specified in the address field 1202. In this case, the URL is for a web site maintained by IBM. In general, the GUI provides an owner/customer a view of information relating to the collection of data by the agent 108. For example, instructions are provided relating to activating the agent 108, verify the agent 108 is working, and sending data to the supplier system 105. This information is accessible via a plurality of hyperlinks represented as some descriptive text. Information is generally divided between two categories, one for existing owner/customers and one for potential owner/customers. Existing owner/customers have the ability to view machine data relating to one or more of the computer systems 106 after the data has been processed by the supplier system 105 by clicking a button 1204.

[00109] One example of processed data machine data (contained in the history tables database 118) which may be viewed by a user is shown in FIG. 13. FIG. 13 shows a GUI 1300 containing a management summary document 1302. The management summary document 1302 provides a graphical overview of the owner/customers computer system data after it has been processed and formatted by the supplier system 105 and after it is married with other history data to project trends based on growth. Illustratively, three categories of projections are provided: a processor - interactive capacity category 1304, a processor - system interactive category 1306, a processor -

total category 1308, and a disk space category 1310. Each projection falls into one of three categories (acceptable, marginal, or critical) based on guidelines for the specific model of computer system collected. Thus, management summary document 1302 allows a owner/customer to determine a current usage profile and a projected profile.

[00110] The overview provided by the management summary document 1302 may be reduced to its particular details. For example, a GUI 1400 shown in FIG. 14 displays a document 1402 containing bar graphs 1404 and 1406 that provide additional details for the management summary document 1302. Specifically, the document 1402 graphically represents a specific resource (e.g., Total Processor Utilization), its history data, and a 3 month projection based on growth using the actual computer systems data. Again, the information is formatted (e.g., color-coded) to visualize acceptable, marginal, or critical performance and whether the guideline for that specific computer system is being exceeded.

[00111] FIG. 15 shows a system sizer input screen 1500. The screen 1500 is configured to allow a user to make workload selections, which is then used by the system sizer 116 for initial analysis and sizing. A type of workload is specified by a user in a first field 1502. A pulldown menu 1504 is made available by clicking a button 1504. The pulldown menu 1504 provides a plurality of workload types for selection by the user. Examples of workload types include Domino, Java, Web Commerce, Traditional, WebSphere, HTTP, Existing, PM400 and a generic workload. Each workload is given a name which is input to a name field 1506. Illustratively, three name fields 1506 are shown. Default workload names are assigned to each workload. A user can then assign a unique name to each selected workload. Once a workload type has been selected and given a name, the user may click on a button 1508 to configure another workload. The screen 1500 also displays settings 1510 for some of the options that affect the calculations performed in the sizing. Once a desired number of workload have been configured and any options have been selected, the user clicks on a "next" button 1510 to move to the next system sizer screen.

[00112] FIG. 16 shows a GUI 1600 for viewing and customizing information provided in a solution table representing historical data. In general, the GUI 1600 is divided into two areas: a system information portion 1602 and a growth information portion 1604. The system information portion 1602 shows the characteristics of a system for which the





[00115] FIG. 18 shows a system recommendation GUI 1800. The GUI 1800 contain system recommendation information resulting from the recommend table and which will be passed to the comparison tool 202. Illustratively, from the set of all computer systems capable of supporting the specified workload, one system is shown (indicated as "immediate solution"). Additionally, a system adapted to the growth trend is shown (indicated as "growth solution"). The system information which may be displayed to the user for each solution includes model/feature, processor CPW, interactive CPW, database capacity, N-Way, processor utilization, software pricing tier and memory. The model/feature information is the selected system identification. Clicking a drop-down menu button 1802 provides a menu of all models capable of performing the specified work. The processor CPW is the computing capacity of the processor and the interactive CPW is the computing capacity of the processor with interactive applications and percentage of that capacity used. The database capacity is the percentage of the overall CPU to used perform database processing. The N-Way is the number of processors in this model. Processor utilization is the percentage of overall CPU consumed by the workloads defined. Software pricing tear is an ID of a group determining pricing for software and support. The memory indicates the amount of memory and (RAM) required and the maximum amount the system supports.

[00116] FIG. 19 shows illustrative comparison screen 1900. This user interface is configured to receive the base recommendation on system parameters and allow examination of the product line to determine suitable solutions that meet the specified requirements. The comparison data contained in the comparison screen 1900 is then input to the configuration tool 204. Illustratively, a list 1902 of acceptable systems is shown. The systems in the list 1902 are characterized by a plurality of system features/parameters columns 1904, each capable of being modified by the user. Because part of the illustrative recommendation is an upgrade, an existing system descriptor 1906 for the system that will be upgraded is also displayed.

[00117] The capabilities to display (the columns 1904) can be changed by the user to expose additional information about the systems or hide information not important to the user. As an example, FIG. 20 shows a screen 2000 indicating features of the existing system (referenced by "830\_2403\_1532") and an upgraded system (referenced by "830\_2403\_1533"). The screen 2000 displays the machine type model and specifications for insertion into the Configurator process.

[00118] FIG. 21 shows an illustrative configuration screen 2100. The configuration screen 2100 shows a background window 2101 and a foreground window 2102. The foreground window 2102 displays current system options to choose from. Across the top of the window 2102, tabs 2104 can expose additional features to choose from. The background window 2101 provides additional tabs 2106. Activating a "proposed" tab 2108 displays the feature detail and price of the complete system. A slot and system diagram can be seen under the "Diagram" tab 2110. The "Hardware" tab 2112, "Software" tab 2114, and related tabs broaden selections even further. At a lower end of the foreground window 2102, a "Configure" button 2120 can be clicked to force validation.

[00119] The information contained in the configuration screen 2100 is then provided to the order process 206. An exemplary order entry screen 2200 is shown in FIG. 22. The order entry screen 2200 displays a detailed list of features, a quantity for each item, a part number, unavailability indication, itemized pricing and a subtotal invoice amount. If desired, a user may remove one or more of the items and recalculate the subtotal.

[00120] Accordingly, systems and methods are provided for increased accuracy of product use by automatically collecting machine data, automatically passing this data to servers available to customers and other users, condensing a historical view of this information to be fed into a workload estimator that determines the appropriate size of machine needed, allowing the user to modify this history to adjust for forecasted changes in how the product may be used in the future and allowing the user to describe basic changes in new workloads or additional workloads they may now choose to take advantage of. Once the appropriate product upgrades have been identified, the user has the ability to place the order for the selected upgrades or the new product replacement through ordering facilities, which may be web-based. This provides the user with the ability to track, modify, extend and order product enhancements directly without the need for a product expert that was previously required even for typical product enhancements. Through the use of product description tables, additional software or hardware considerations from the same or different vendors can be added to the product upgrade model, thereby allowing third party suppliers to affect the upgrade model with their products.

[00121] It is understood that the foregoing embodiments are merely illustrative. Persons skilled in the art will recognize additional and/or alternative embodiments which are within the scope of the present invention. For example, in one embodiment recommendations are generated automatically by the supplier system 105 without an explicit request from a user. For example, the supplier system 105 may monitor the computer systems using the machine information collected therefrom. When a system is approaching capacity limits a notification is issued to an operator of the system. The notification may indicate a usage trend and indicate when a system will meet or exceed its capacity. In response to receiving the notification, the operator may take steps to upgrade/enhance the system and obviate problems associated with exceeding the system requirements.

#### Physical Device Placement

[00122] In one embodiment, the supplier system 105 may also be adapted to provide physical device placement information. In general, physical device placement information includes any information specifying an appropriate location and configuration of a physical computer device in a computer system. The following embodiments are directed to physical device placement information methods and systems.

[00123] FIG. 23 shows a processing system 2300 comprising a sizing system 2302 and a configuration information supplier system 2304. The sizing system 2302 and the configuration information supplier system 2304 communicate with a plurality of client computers 2306 via a network 2308. In one embodiment, the network 2308 is the Internet. Illustratively, the sizing system 2312 is the supplier system 105 described above. Accordingly, the components of the sizing system 2302 are the same as those described above with reference to FIGS. 1-22. Embodiments of the configuration information supplier system 2304 will now be described with reference to FIGS. 24-35.

[00124] The present embodiments provide methods and systems for handling physical device placement requests. In general, a physical device placement request is any request for information pertaining to placement of a physical device (e.g., a direct access storage device and a PCI card) in a computer system.

[00125] The following embodiments are described with particular reference to upgrading/enhancing computers. However, the present embodiments are applicable to any physical devices that benefit from periodic upgrades, enhancements or reconfiguration.

[00126] FIGS. 24 and 25 show embodiments of configuration information data processing systems 2400 and 2500, respectively. The configuration information data processing systems 2400 and 2500 are also referred to herein as "system 2400" and "system 2500", respectively. The system 200 may be understood as a particular embodiment of the system 2400. Accordingly, in some cases similar terms are used in describing FIGS. 24 and 25 to indicate similar components. In one embodiment, the systems 2400, 2500 are configured as Web based systems comprising Web servers navigable by Web browsers. As such, the systems 2400, 2500 are particularly suited for Internet implementations. However, references to Web applications and the Internet are merely for purposes of illustration and persons skilled in the art will readily recognize that embodiments contemplated herein include any networked arrangement and a method allowing access to configuration information.

[00127] Referring first to FIG. 24, the system 2400 generally includes a plurality of external client computers 2410<sub>1</sub>, 2410<sub>2</sub>,...2410<sub>N</sub> (collectively referred to herein as "external client computers 2410") and a configuration information supplier system 2404 (also referred to herein as "supplier system 2404"). A network connection is established between the external client computers 2410 and the supplier system 2404 through a network 2412 (also referred to the "external network"). The network 2412 may be any local area network (LAN) or wide area network (WAN) capable of supporting the appropriate information exchange according to embodiments provided herein. In a particular embodiment, the network 2412 is the Internet.

[00128] Each external client computer 2410 is shown configured with a browser 2414 (only one shown) to allow for navigation of network addresses, including the network address of the supplier system 2404. Illustratively, the browser 2414 is a Web browser.

[00129] At a front end, the supplier system 2404 includes a security mechanism 2420. The security mechanism 2420 may be any combination of hardware and software configured to restrict access to the supplier system 2404. In one embodiment, access

may be restricted to register users. Accordingly, the supplier system 2404 includes a registration information database 2422 which is used by the security mechanism 2420 to authenticate users requesting access to the supplier system 2404. The registration information database 2422 may include usernames, user IDs, user physical addresses, user e-mail addresses, user passwords and the like.

**[00130]** The security mechanism in communication with a device placement system 2423. In general, the device placement system 2423 comprises an interface server 2424 and a configuration server 2430. The interface server 2424 is configured to format interfaces in response to a user request (e.g., from the external client computer 2410). The interfaces 2426 are stored as a series of electronic documents in an interface database 2428. Illustratively, the interfaces 2426 are graphical user interfaces (GUI) comprising a number of fields which may be populated with information provided by a configuration server 2430 or by information provided from a user, e.g., via a browser 2414.

**[00131]** The configuration server 2430 (also referred to herein as the “physical device placement server”) may be any machine comprising a configuration program 2432 which, when executed, performs a hardware device placement process according to a request received from an external client computer 2410. The rules for performing the hardware device placement process and generating a meaningful output is contained in a rules file 2433. The rules file 2433 contains current configuration and placement information (also referred to herein as rules) for a plurality of devices. The rules are specific to a plurality of machines, which may be identified by machine type and model. For each specific machine, the rules identify where a hardware device (e.g., PCI and DASD) is placed and various circumstances regarding the placement. One example of a rules is the proper distribution of DASD devices under PCI media adapters for a specified level of protection. Another example is the distribution of PCI LAN adapters under PCI controller adapters for optimized performance. The rules file 2433 may be periodically updated to ensure accurate information.

**[00132]** The information used by the configuration server 2430 (and specifically the configuration program 2432) to process a request is contained in a plurality of databases. In one embodiment, the databases include a customer machine information database 2434, a purchase order database 2436 and a base system information

database 2438.

[00133] The customer machine information database 2434 contains customer supplied information about specific computers. For each particular computer, such information may include a model number, a machine type, a plant code, hardware information (e.g., for the various devices resident on the computer), software information and the like. Illustratively, the information contained in the customer machine information database 2434 may have been manually collected or automatically collected. Automatic machine information collection is well-known. For example, the AS/400 for iSeries available from International Business Machines is configured to sense and collect machine data in response to a predefined command (i.e., WRKORDINF). Embodiments for data collection which may be used to advantage are further described in U.S. patent application serial no. 09/892,424, filed on June 27, 2001, entitled APPARATUS, METHOD, AND BUSINESS METHOD FOR ENABLING CUSTOMER ACCESS TO COMPUTER SYSTEM PERFORMANCE DATA IN EXCHANGE FOR SHARING THE PERFORMANCE DATA; and U.S. patent application serial no. 09/892,435, filed on JUNE 27, 2001, entitled APPARATUS, METHOD, AND BUSINESS METHOD FOR ENABLING CUSTOMER ACCESS TO COMPUTER SYSTEM EXECUTION DATA IN EXCHANGE FOR SHARING THE EXECUTION DATA, which are hereby incorporated by reference in their entirety. Regardless of the collection method, the machine data may then be transported to the supplier system 2404 and associated with a particular user during registration. In the case of the AS/400, the data is transmitted from an external client computer 2410 in response to a user-initiated command, i.e., the WRKORDINF command. It should be noted that that the customer machine information may be specific to a machine different from the machine used to later invoke the hardware device placement process of the present embodiments.

[00134] The purchase orders database 2436 provides a repository for pending purchase orders (also referred to herein as "Miscellaneous Equipment Specifications" (MES)). Each purchase order may be referenced by a purchase order number. Each purchase order may contain order content specifying a part(s) to be added to an existing machine. For example, the order content may include part names, a part number, a machine type, a serial number and other identifying information.



will be described in more detail with reference to FIGS. 30-34 below. Regardless of the request type, steps are taken by the configuration server 2430 to associate the appropriate information from the databases 2434, 2436 and 2438 and output the information to the interface server 2424. The information is then transmitted to the user for display via the browser 2414, 2442.

[00140] Referring now to FIG. 25, the system 2500 generally includes an external environment 2502 and a configuration information supplier system 2504 (also referred to herein as "supplier system 2504"). The external environment 2502 and a supplier system 2504 may be separated by an information access partition 2506. Generally, the information access partition 2506 may be any combination of hardware and software. Illustratively, the information access partition 2506 is a firewall.

[00141] The external environment 2502 includes an external server 2508 and a plurality of external client computers 2510<sub>1</sub>, 2510<sub>2</sub>,...2510<sub>N</sub> (collectively referred to herein as "external client computers 2510"). In general, the external server 2508 is configured to prompt a user for a user ID and password as previously specified during a registration time. A network connection is established between the external server 2508 and the external client computers 2510 through the network 2512. The network 2512 may be any local area network (LAN) or wide area network (WAN) capable of supporting the appropriate information exchange according to embodiments provided herein. In a particular embodiment, the network 2512 is the Internet. The external client computer 2510 is shown configured with a browser 2514 to allow for navigation of network addresses, including the network address of the external server 2508. Illustratively, the browser 2514 is a Web browser and the external server 2508 is a Web server.

[00142] The external server 2508 communicates with an internal server 2510 residing on an opposite side of the partition 2506. Illustratively, communication between the external server 2508 and the internal server 2510 is maintained by a Secure Gateway Interface (SGI) connection supported by SGI interfaces 2512a-b. A connection is established only after a user has been authenticated by the external server 2508. Following authentication, the internal server 2510 may filter and redirect network address requests to prevent users from accessing unauthorized databases or network addresses and from determining the internal directory structure of the configuration



information supplier system 2504. These and other security features may be implemented by a filter program 2514.

[00143] Configuration requests are transmitted from the internal server 2510 to a technical support Web server 2516. Illustratively, the Web server 2516 is a Lotus Domino Web server. The Web server 2516 hosts a physical device placement assistant application 2518 and a plurality of electronic documents 2520. The electronic documents 2520 contained graphical user interface placement information, diagrams, charts and the like. The physical device placement assistant application 2518 allows users to access the Web server 2516 without being prompted for additional user identification information (e.g., user ID and password), while restricting access to the electronic documents 2520 via, e.g., reader fields. As the electronic documents 2520 are created by the physical device placement assistant application 2518, reader fields within each document are tagged with the user ID of the requester. In this manner, access to the electronic documents 2516 is limited to the appropriate user.

[00144] In addition to servicing requests from the external client computers 2510, the Web server 2516 also services requests from internal users, as represented by the internal client computer 2521. The internal client computer 2521 may be any computer residing inside the firewall 2506, i.e., on the same side as the Web server 2516.

[00145] Regardless of the original source of a configuration request, the requests are forwarded from the Web server 2516 to a physical device placement assistant hub 2526. The Web server 2516 maintains a connection with the physical device placement assistant hub 2526 via a Java socket client 2522 residing on the Web server 2516 and a Java socket server 2524 residing on the hub 2526. Transmission of data between the socket client 2522 and the socket server 2524 is in the form of a uniquely defined socket server interface file 2528. One embodiment of the interface file 2528 is described below with reference to FIGS. 26A-26B.

[00146] Once a request is received by the physical device placement assistant hub 2526, steps are taken to prepare a response. In particular, an input order is prepared by the hub 2526 and then provided to a configuration program 2530. Illustratively, the configuration program 2530 is NewC, available from International Business Machines, Inc. for iSeries and pSeries hardware. The input order is prepared to using data

provided from one of a plurality of sources. Illustrative sources include a base system information database 2529 (managed by the hub 2526), customer/machine supplied database 2534 (managed by a database server 2532) and a VM order minidisk 2540 (containing purchase orders/MES orders). A request to the database server 2532 may be in the form of an SQL query submitted via a Java JDBC through DB2 client access enabler (CAE) connection. Communication between the hub 2526 and the VM order minidisk 2540 is made via a socket connection maintained by a socket client 2536 residing on the hub 2526 and a socket server 2538 residing on the VM order minidisk 2540. Once prepared, the response is sent to the requester via the interface file 2528.

[00147] One embodiment of the interface file 2528 is described with brief reference to FIG. 26A-26B. FIG. 26A shows a format of the interface file 2528 when input to the configuration server 2430 and is referenced as interface file 2528A. FIG. 26B shows a format of the interface file 2528 when output from the configuration server 2430 and is referenced as interface file 2528B. In general, the interface file 2528A-B is defined as a plurality of columns and rows. Illustratively, the interface format is a physical device placement assistant format. The format consists a key/value pairs that represent a current system configuration. Accordingly, the interface file 2528A-B comprises a key column 2602 and a value column 2604. A description column 2606 is also provided and contains an intuitive description of the key/value pair. The collective entries of a particular row define a record of the interface file 2528. A sixth record 2608 of the interface file 2528 contains a first character string 2610A-B and a second character string 2612. The first character string 2610A-B is representative of "new" or customer supplied data (i.e., data supplied in a present request) whereas the second character string 2612 is representative of "old" data (data previously provided by a user/machine and now retrieved from a data repository, e.g., the database 2534). The information type (i.e., old or new) is indicated by a first character, "N" and "O", in the character strings. In the case of the first character string 2610A-B, the input interface file 2528A contains a representation of the customer supplied data (a feature code) which is converted into a different format in the output interface file 2528B.

[00148] FIGS. 27-29 show illustrative embodiments of graphical user interfaces (GUIs) configured for facilitating a configuration request. In particular, the GUIs are illustrative of the electronic documents 2426 (FIG. 24) and/or the electronic documents 2520 (FIG. 25). Referring first to FIG. 27, a GUI 2700 is shown. The GUI 2700

[illegible][illegible][illegible][illegible]

[00152] FIG. 31 shows a method 3100 for processing various request types at step 3016. Method 3100 is entered at step 3102 and proceeds to step 3104 to query whether the request is a machine specific request. That is, a determination is made as to whether a user has submitted a machine type, a plant code and a serial number. If so, the customer/machine supplied database 2434 is accessed at step 3106. At step 3108, the method 3100 queries whether data was found for the particular machine. If the user has not previously provided the data been no data is located at step 3108 and an error message provided to the user at step 3110. If the appropriate data is located at step 3108, the method 3100 proceeds to step 3112 where a response is prepared. One embodiment of step 3112 is described below with reference to FIG. 32.

[00153] Returning to step 3104, if the request is not for a specific machine the method 3100 proceeds to step 3114 and queries whether the request is a base system request.

If so, the method 3100 proceeds to step 3116 to access the base system database 2438 in an attempt to locate the appropriate data. At step 3118, the method queries whether the data was located. If not, an error message is provided to the user at step 3110. Otherwise, the method 3100 proceeds to step 3120 where a response is prepared. One embodiment of step 3120 is described below with reference to FIG. 33.

[00154] Returning again to step 3114, if the request is not a base system request the method 3100 proceeds to step 3122 and queries whether the request is an MES order number request. If so, the purchase orders database 2436 is accessed at step 3124 in an attempt to locate the appropriate data. At step 3126, the method 3100 queries whether the data was located. If not, the requester is provided with an error message at step 3110. Otherwise, the method 3100 proceeds to step 3128 to prepare a response. One embodiment of step 3128 is described below with reference to FIG. 34.

[00155] If steps 3104, 3114 and 3122 were each entered negatively, the method 3100 proceeds to step 3130 to handle other request types according to predefined rules. Examples of requests which may be handled at step 3130 include requests to view help information, display error messages, jump to other Web pages view hyperlinks, etc. The method 3100 then exits at step 3132.

[00156] FIG. 32 shows one embodiment of the processing occurring at step 3112. The method 3200 is entered at step 3202 and proceeds to step 3204 to prepare any

existing data which may be associated with the data request. Such data includes any information retrieved from the customer/machine reported database 2434. At step 3205, the user is given the opportunity to edit the existing data. At step 3206, the user may select additional feature content. At step 3207, the existing data (including any edits an/or additional features) is combined with the new data submitted by the user in the current request. This combination of data is handled by the configuration program 2432 which makes use of configuration placement rules contained in the rules file 2433. The configured data output is prepared at step 3208 and a response is built at step 3210. The user may then choose to iterate the foregoing steps or exit at step 3212.

[00157] FIG. 33 shows a method 3300 illustrating the processing occurring at step 3120 (i.e., handling of a base system request). Base system requests handled by method 3100 allow a user to perform "what if" scenarios. As such method 3300 may be iterated for various devices using the same base system information or for various base systems using the same device. The method 3300 is entered at step 3302 and proceeds to step 3304 where the base system data is prepared. At step 3305, the user is given the opportunity to edit the existing data. At step 3306, the user may select additional feature content. At step 3307, the existing data (including any edits an/or additional features). Using the configuration placement rules the base system data is incorporated with the data supplied by the current request at step 3306. The configured data output is prepared at step 3308 and a response is built at step 3310. The method 3300 then exits at step 3312.

[00158] FIG. 34 shows a method 3400 illustrating the processing occurring at step 828 (i.e., handling of an MES order number request). The method 3400 is entered at step 3402 and proceeds to step 3404 to retrieve the machine type and serial number from the purchase order database 2436 according to the user specified MES order number. At step 3406, feature content is preloaded and a request is prepared using the retrieved machine type and serial number. In particular, data may be retrieved from the customer supplied database 2434. In this manner, a machine specific request is created without requiring the user to input the machine type and serial number. Accordingly, the request prepared at step 3406 may be handled according to method 900 described above with reference to FIG. 32.

[00159] For each configuration request type, a response containing configuration and placement information is returned to the user. FIG. 35 shows one embodiment of a GUI 3500 configured with placement information in response to an MES type request. In particular, the GUI 3500 indicates the placement of a new 2749 IOA PCI card (obtained from the MES order content) within the second 5074 frame (obtained from the customer/machine supplied data) on the system specified by the particular machine type, model and serial number.

### Automation of Software Upgrades

[00160] In one embodiment, the supplier system 105 may also be adapted to coordinate software upgrades for the software programs installed on servers/computers in the customer system 102. The following embodiments are directed to software upgrade methods and systems.

[00161] In the software upgrade process described below, a combination of a customer machine's vital product data (VPD) and a set of supplier (e.g., IBM) records are analyzed to determine whether or not the customer/user is a candidate for performing the particular software upgrade task. If for any reason, the user's system is too complex or the records indicate that required contracts do not exist, the user will not be allowed to proceed but will be directed to telesales for assistance. If the user is eligible for the particular upgrade offering, the user will be asked appropriate questions, and an order will be built based on the answers.

[00162] FIG. 36 shows one embodiment of a processing system 3600 for providing software upgrades to customers. The processing system 3600 generally comprises a customer system 3602 and a supplier system 3605. Illustratively, customer system 3602 and supplier system 3605 may be adapted from and comprise similar components as customer system 102 and supplier system 105, respectively. A network connection is established between the customer system 3602 and the supplier system 3605 through a network 3612 (also referred to as the "external network"). The network 3612 may be any local area network (LAN) or wide area network (WAN) capable of supporting the appropriate information exchange according to embodiments provided herein. In a particular embodiment, the network 3612 is the Internet.

**[00163]** In one embodiment, the processing system 3600 is configured as a Web-based system comprising Web servers navigable by Web browsers. As such, the processing system 3600 is particularly suited for Internet implementations. However, references to Web applications and the Internet are merely for purposes of illustration and persons skilled in the art will readily recognize that embodiments contemplated herein include any networked arrangements for processing software upgrade requests.

**[00164]** In one embodiment, the customer system 3602 comprises a plurality of customer computers 3610<sub>1</sub>, 3610<sub>2</sub>,...3610<sub>N</sub> (generally referred to herein as "customer computers 3610") connected to the supplier system 3605. Although the customer computers 3610 are shown in Figure 36 as individually connected through the network 3612, it is contemplated that a plurality of customer computers 3610 may be networked and that one of the networked customer computers 3610 may comprise a server computer which is connected through the network 3612 to the supplier system 3605. In one embodiment, each customer computer 3610 is configured with a browser 3614 (only one shown) to allow for navigation of network addresses, including the network address of the supplier system 3605. Illustratively, the browser 3614 is a Web browser.

**[00165]** Each customer computer 3610 includes an installed software database 3616 containing information (e.g. software identification and version/release level) about the software that is installed on the customer computer. One commercially available implementation of this software database is the iSeries Vital Product Data (VPD) from International Business Machines, Inc. Each customer computer 3610 further comprises a data collector agent 3617 configured to automate collection, summarization and transmission of the software inventory data. The data collector agent 3617 may include a combination of software and hardware. One commercially available example of a data collector agent is the Electronic Service Agent™ for AS/400 from International Business Machines, Inc. The software inventory data collected by the data collector agent 3617 may be transmitted to the supplier system 3605 and stored in a consolidated inventory database 3650.

**[00166]** At a front end in connection to the network 3612, the supplier system 3605 includes a security mechanism 3620 which may include a firewall mechanism to protect the supplier system 3605. The security mechanism 3620 may be any combination of hardware and software configured to restrict access to the supplier system 3605. In one

embodiment, access may be restricted to registered users. Accordingly, the supplier system 3605 includes a registration information database 3622 that is used by the security mechanism 3620 to authenticate users requesting access to the supplier system 3605. The registration information database 3622 may include usernames, user IDs, user physical addresses, user e-mail addresses, user passwords and the like. The registration information database 3622 may also contain the relationship between the user ID and the appropriate installed software inventory in the consolidated inventory database 3650 to ensure the privacy of individual customer information.

**[00167]** The security mechanism is connected to a software upgrade process system 3623. In general, the software upgrade process system 3623 comprises an interface server 3624 and a software upgrade process server 3630. The interface server 3624 is configured to format interfaces in response to a user request (e.g., from the external client computer 3610). The interfaces 3626 are stored as a series of electronic documents in an interface database 3628. Illustratively, the interfaces 3626 are graphical user interfaces (GUI) comprising a number of fields which may be populated with information provided by a software upgrade process server 3630 or by information provided from a user, e.g., via a browser 3614.

**[00168]** The software upgrade process server 3630 may be any machine comprising a software upgrade process program 3632 which, when executed, performs a software upgrade process according to a request received from an external client computer 3610. The information utilized by the software upgrade process server 3630 (and specifically the software upgrade process program 3632) to process a request is contained in a plurality of databases 3636. In one embodiment, the databases 3636 include a consolidated inventory database 3650, a subscription entitlement database 3652, a keyed management system (KMS) database 3654, and a product topology database 3656.

**[00169]** In operation, the software upgrade process system 3623 responds to requests for software upgrades submitted from registered users by the external client computers 3610, or alternatively, by the internal client computers 3640. In the former case, users are subject to an authentication process as implemented by the security mechanism 3620. For example, a user may be required to provide a user ID and password. The internal client computers 3640 may be accessed by a supplier system



user, such as a sales representative, for example. The internal client computer 3640 executes a browser 3642 (e.g., a Web browser) in order to communicate with the interface server 3624. However, because the internal client computer 3640 resides "behind" the security mechanism 3620, a user of the internal client computer 3640 may not be subject to the same restriction requirements as a user of the external client computers 3610.

[00170] Submission of a request is facilitated by providing a user one or more interfaces 3626 via the interface server 3624. The interfaces 3626 may include one or more request interfaces comprising a number of fields requesting information. The interfaces are transmitted to the browser 3614 and a user then inputs required information into the fields and submits the information to the supplier system 3605. Illustrative embodiments of a graphical user interface configured for submission of a software upgrade request are described below with reference to FIGS. 38-46.

[00171] A request received by the supplier system 3605 is forwarded to the software upgrade process server 3630 for processing. In particular, the software upgrade process program 3632 operates to retrieve the appropriate information from the databases 3636. The software upgrade request will be described in more detail with reference to FIGS. 37-51 below. Generally, in response to a software upgrade request, steps are taken by the software upgrade process server 3630 to associate the appropriate information from the databases 3636 and output the information to the interface server 3624. The information is then transmitted to the user for display via the browser 3614, 3642.

[00172] FIG. 37 is a flow diagram illustrating one embodiment of a method 3700 for processing a software upgrade request. In one embodiment, the method 3700 may be understood as illustrating the software upgrade program 3632 as related to the operations of the supplier system 3605 and the customer system 3602. FIGS. 38-46 show illustrative embodiments of graphical user interfaces (GUIs) configured for facilitating a software upgrade request. In particular, the GUIs are illustrative of the electronic documents 3626 in the interface database 3628 (FIG. 36). Method 3700 is discussed below with references to FIGS. 36-46.



lists the customer systems which may be upgraded with the software upgrade. The list of customer systems provided in the system selection field 4020 may be retrieved or compiled from a customer/user database containing information provided by the customer/user during the user/product registration process. In one embodiment, the user may select the system to be upgraded with the software upgrade and click on a selection button (i.e., "GO" button) 4030 provided in GUI 4000 to indicate a software upgrade request from the user.

[00176] After receiving the software upgrade request for the selected system from the user, the method 3700 displays a selection target releases (i.e., version/release of the software upgrade), in step 3716. Figure 41 illustrates one embodiment of a GUI 4100 configured for user selection of a target release for the software upgrade. The GUI 4100 may include a display 4110 of information regarding the target release and/or instructions for selecting the target release for the software upgrade. The GUI 4100 also includes a target release selection field 4120 listing all available target release for the software upgrade based on the customer's current release of software. The customer's current release of software and the list of available target release provided in the target release selection field 4120 may be determined from data in a customer/user database (e.g., registration information database 3622 in Figure 36) containing information provided by the customer/user during the user/product registration process and the product topology database 3656. The customer's current release of software may also be displayed in a current release field 4130 in GUI 4100. In one embodiment, the user may select the target release for the software upgrade and click on a selection button (i.e., "GO" button) 4140 provided in GUI 4100 to indicate the desired target release for the software upgrade.

[00177] After receiving the selection for the desired target release for the software upgrade, the method 3700 displays a selection of languages for the software upgrade at step 3718. Figure 42 illustrates one embodiment of a GUI 4200 configured for user selection of languages for the software upgrade. The GUI 4200 may include a display 4210 of information regarding the available languages and/or instructions for selecting the languages for the software upgrade. As shown, the GUI 4200 includes a primary selection field 4220 and a secondary language selection field 4230. In one embodiment, the user/customer may select a primary language and one or more secondary languages supported in the customer system's environment. The

user/customer may click on a selection button (i.e., "GO" button) 4240 provided in GUI 4200 to indicate the desired languages for the software upgrade.

[00178] The information provided by the user/customer in steps 3714, 3716, and 3718 are illustrative of one embodiment of the invention. It is contemplated that default selections may be selected for the user based on information contained in the customer/user database and that other additional information may be provided by the user/customer and utilized to process the software upgrade request. In another embodiment, the language preference can be derived from information associated with the customer's machine stored in supplier system databases such as the registration database 3622 and the consolidated inventory database 3650. After receiving the language selections from the user, the method 3700 proceeds to validate and formulate the software upgrade order at step 3720. Details for step 3720 are provided with reference to method 4700 in Figure 47.

[00179] Figure 47 is a flow diagram illustrating one embodiment of a method 4700 for validating and formulating a software order. Method 4700 begins at step 4702 and proceeds to step 4710 to collect software inventory data from the selected customer system to be upgraded with the software upgrade. In one embodiment, the steps for collecting software inventory data are performed interactively during the software upgrade process between the supplier system 3605 and the customer system 3602 to get the most recent information. In another embodiment, the steps for collecting software inventory data may be performed in batch mode. In one embodiment, machine software inventory is sent directly from the selected hardware of the customer system as directed by the customer. An example of the software inventory data is the iSeries vital product data (VPD) 4712 from International Business Machines, Inc. For customer systems which utilize logical partitioning (i.e., LPAR), software inventory may be collected separately for each logical partition, and the software upgrade may be performed individually for each logical partition.

[00180] In another embodiment, the machine's software inventory is obtained through the consolidated inventory database 3650 that is collected asynchronous to the invocation of the software upgrade request. In such case, each registered machine may provide its installed software inventory periodically (e.g., nightly, weekly 3650, or when a change in software inventory is detected) by calling in to the supplier system, and the

machine's installed software inventory is stored in the consolidated inventory database 3650 and indexed by a machine identification number, such as a serial number. Figure 48 illustrates one embodiment of a consolidated inventory data table 4800 contained in a consolidated inventory database 3650. Each record in the consolidated inventory data table 4800 comprises a machine identification entry 4802, a product code entry 4804 for each software product, a product name entry 4806, a version/release/modification (VRM) number entry 4808 (e.g., V4R5M0), and an installed language entry 4810. Optional features of a product in a suite of products may be reported separately and individually with individual product codes. Embodiments for data collection which may be used to advantage are further described in U.S. patent application serial no. 09/892,424, filed on June 27, 2001, entitled APPARATUS, METHOD, AND BUSINESS METHOD FOR ENABLING CUSTOMER ACCESS TO COMPUTER SYSTEM PERFORMANCE DATA IN EXCHANGE FOR SHARING THE PERFORMANCE DATA; and U.S. patent application serial no. 09/892,435, filed on JUNE 27, 2001, entitled APPARATUS, METHOD, AND BUSINESS METHOD FOR ENABLING CUSTOMER ACCESS TO COMPUTER SYSTEM EXECUTION DATA IN EXCHANGE FOR SHARING THE EXECUTION DATA, which are hereby incorporated by reference in their entirety.

[00181] Referring back to Figure 47, after collecting the software inventory, the method 4700 validates business contracts (e.g., software subscription) at step 4720 to ensure that the machine whose software is being upgraded has the business authorization to upgrade the software. In one embodiment, a software subscription is validated through checking the subscription entitlement database 3652 to verify the machine identification number and the corresponding subscription number. A valid software subscription typically indicates that the selected hardware for the customer system is entitled to receive the software upgrade.

[00182] Method 4700 then checks asset and entitlement in step 4730. In one embodiment, entitlement check is performed via activation keys checks for entitlement of keyed software products. Software products with activation keys may be verified against a keyed management system (KMS) database 3654. In this embodiment, method 4700 sends a query into the KMS database 3654, and the KMS database returns a list of permanent keyed software products for the specified hardware serial number system which are then cross-checked with the software products obtained in

step 4710.

[00183] Then, at step 4740, method 4700 determines the software to be ordered. In one embodiment, the software to be ordered is determined by filtering and transforming the software inventory data. Related products that need to be upgraded along with the target release of the software upgrade may also be determined in this step. For example, when a base operating system is upgraded, other pre-requisite and co-requisite software may need to be upgraded as well. Details for step 4740 are provided with reference to method 5000 in Figure 50.

[00184] Figure 50 is a flow diagram illustrating one embodiment of a method 5000 for determining software to be ordered. The Product Topology database 3656 is utilized throughout method 5000 and contains product information that describes the software product configuration software product entitlement (e.g. charge or no charge product), product introduction date, product withdrawal date, and business contractual associations. In one embodiment, the product topology database 3656 includes data tables for one or more of the following categories: all known products, supported products, subscription products, subscription identifiers per product, entitled products, free products, withdrawn products, cross reference ids, cross release expansions, cross release collapses, products with multiple valid versions, valid target releases, order nomenclature, valid product releases, valid languages, licensing changes, and products to ignore.

[00185] Method 5000 begins at step 5002 and proceeds to filter the software inventory at step 5010. In the Data Scrub step 5010, the customer's installed software inventory is examined to remove products that cannot be processed for upgrade. These unprocessable products may include known products to ignore (e.g. internal and non-orderable products), products that are not contained in the product topology (i.e. third party products), and potentially redundant or known erroneous product records.

[00186] After the software inventory has been filtered, method 5000 proceeds to categorize the remaining software inventory in step 5020. In the Categorize Existing Products step 5020, the remaining software inventory (result from step 5010) is examined to identify the actual products that will be upgraded and to meaningfully categorize the other products. The products may be categorized into categories such

as, products not supported by the software upgrade program and entitled products for which the customer does not have keys (e.g., as determined in step 4730).

**[00187]** Figure 51 shows one embodiment of product categories utilized for step 5020. In one embodiment, the product categories include unsupported products 5112, free or no charge products 5114, non-subscription products 5116, supported subscription products 5118, failed entitlement products 5120, withdrawn products 5122, and ignored products 5124. In one embodiment, the overall categorization of the remaining software products 5110 may be stored and displayed to the user. The Supported Subscription Products 5118 includes a list of valid keyed subscription products and non-keyed subscription products with valid subscriptions that will be input into step 5030 for continued upgrade processing.

**[00188]** Referring back to Figure 50, the categorized software products from step 5020 are mapped to the desired target releases in a Release to Release Mapping step 5030. In one embodiment, each software product in each release is assigned a Cross Release Identifier (CRID), and the CRID for the base release is matched to the CRID for the target release to determine which products will be ordered. Figure 49 illustrates one embodiment of a Cross Release Identifier (CRID) Map 4900. The CRID map 4900 may be included as part of the product topology database 3656. In one embodiment, each record in the CRID map 4900 comprises a Cross Release ID description entry 4902, an index entry 4904, a release entry 4906, a product ID entry 4908, an option number entry 4910, a version entry 4912, and a title/description entry 4914. In other embodiments, each record in the CRID map may include other entries such as, a subscription entry, a key entry, an ordering ID entry, a base product entry, and other entries describing a software product. The Product Topology database 3656 may also include CRID Expansion tables and CRID Collapse tables for products which need additional mapping. Through CRID Expansion tables, the Release to Release Mapping step takes into account situations where a single product in the base release expands to multiple products in the target release. Through CRID Collapse tables, the Release to Release Map also ensures that the most recent version of a target product is ordered in situations where a product in the target release may have more than one released versions (i.e. a Beta version and a Formal version).

[00189] Figure 52 illustrates embodiments of the Release to Release Mapping step 5030. As shown in Figure 52A, a base release 5202 (e.g., currently installed software) is mapped directed to the target release 5204. For example, referring to CRID map 4900, a base release MQSERIES release V4R1 (version V3R7M0) may be directly mapped to a target release MQSERIES V4R5P (version V5R2M0). Figure 52B illustrates a CRID collapse mapping where two base releases 5212, 5214 are combined into one target release 5216. For example, referring to CRID map 4900, base releases MQSERIES release V4R3 (version V4R2M0 and V4R2M1) may be mapped to one target release MQSERIES V4R5P (version V5R2M0). Figure 52C illustrates a CRID expansion mapping where one base release 5222 is expanded into two target releases 5224, 5226. For example, referring to CRID map 4900, base release MQSERIES release V4R1 (version V3R7M0) may be mapped to two target releases MQSERIES V4R5 (version V4R2M1 and version V5R1M0). Figure 52D illustrates a CRID mapping step where the base release 5232 cannot be mapped to a target release which may occur, for example, when a product has been withdrawn.

[00190] Since software products may change their characteristics from one version/release to another version/release, the proposed software products from the Release to Release Mapping step 5030 is re-categorized in step 5040 to ensure that the resultant order continues to be coherent (e.g. does not contain unsupported or withdrawn products). The Categorize Proposed Products step 5040 may include, but may not be limited to, any category movement of products after the Release to Release Map, additions of no-charge products that became available in the target release, re-categorization of products that have been withdrawn, re-categorization of any target products the tool does not support, and identification of any products that have experienced licensing and/or term and conditions changes from the old release to the new release. The categorization in Categorize Proposed Products step 5040 may be performed similarly to the Categorize Existing Products step 5020.

[00191] After re-categorizing the proposed order, a list of products to be ordered is generated in Generate Order Records step 5050. To produce complete and accurate product order records, step 5050 takes into account situations where the fulfillment systems use distinctly different identifiers for products than the system VPD. The Product Topology database 3656 contains tables that translate VPD Product ID (PIDs) into Order PIDs. This transform also ensures proper grouping of products are created



for situations where multiple products will be placed on the same distribution media (i.e. CD or Tape Cartridge) to reduce distribution cost and minimize handling for the customer. In addition, the correct languages for each product are inserted in the order to match the existing system prior to the upgrade. Method 5000 exits at step 5090 and returns to method 4700, which ends at step 4090 and returns to method 3700.

[00192] Referring back to Figure 37, after the software upgrade request has been processed in step 3720, the method 3700 displays an upgrade order list containing a list of software products to be ordered/upgraded at step 3722. Figure 43 illustrates one embodiment of a GUI 4300 configured for user acceptance of a software upgrade order. The GUI 4300 may include a software upgrade order 4310 and information/instructions 4320 for a user response to the software upgrade order. In one embodiment, the software upgrade order 4310 may list subcategories of products, including, for example, products currently covered under software subscription 4330 and other covered products 4340. GUI 4300 may separately list categories of products that will not be included in the upgrade order, including, for example, products withdrawn from marketing 4350 and products currently not supported for upgrade through this process 4360. Each product listed may include a product ID 4370, a version/release (VRM) number 4372, a product description 4374, and an option number 4375. The user may accept the upgrade order by clicking an "ACCEPT" button 4380 or decline the upgrade order by clicking a "CANCEL" button 4390. Optionally, the generated upgrade order may be saved and/or printed for the customer's reference.

[00193] The method 3700 then determines whether the user/customer has accepted the upgrade order at step 3724. If the user/customer declines the upgrade order, then method 3700 exits at 3790. If the user/customer accepts the upgrade order at step 3724, then method 3700 proceeds to process the upgrade order. At step 3726, method 3700 requests the user/customer to verify the required proof of entitlement for the products in the software upgrade order. Figure 44 illustrates one embodiment of a GUI 4400 configured for user confirmation of entitlement to a software upgrade. The GUI 4400 may include information/instructions 4410 for the user/customer, a list 4420 of products that require proof of entitlement, an acceptance buttons 4430 and a decline button 4440. If the user/customer declines or is unable to verify that the required document can be produced, then method 3700 may exit at step 3790. In another embodiment, electronic proof of entitlement may be utilized to automate the entitlement

verification.

[00194] Then, at step 3728, method 3700 verifies the customer shipping address for the upgrade order, and provides final approval of the upgrade order. Figure 45 illustrates one embodiment of a GUI 4500 configured for user verification of shipping address for a software upgrade order. The GUI 4500 may have a variety of fields 4410 with default entries compiled from customer/product registration information (3622). The user/customer may update the shipping information if necessary. The GUI 4500 also provides an acceptance button 4520 for proceeding to finalize the software upgrade order.

[00195] After customer approval, the upgrade order may be processed through an order logic resulting in a purchase order list of products for the product distribution center. Then, the purchase order is submitted to the software manufacturing center (e.g., product fulfillment and distribution center) at step 3730, and the ordered products may be assembled and shipped by the software manufacturing center to the customer. Alternatively, ordered products may be electronically downloaded or transferred to the customer's system.

[00196] At step 3732, the method 3700 provides a receipt for the upgrade order, which may include a confirmation or tracking number for the upgrade order. Figure 46 illustrates one embodiment of a GUI 4600 configured for providing a receipt with confirmation/tracking number for a software upgrade order. The GUI 4600 may include a confirmation/tracking number 4610 and a software upgrade order receipt 4620. The user/customer may utilize the confirmation/tracking number to check the order status. Optionally, the method 3700 may send order status notifications (e.g., by e-mail or other electronic messaging systems) to the user/customer at each order status change (e.g., when order is shipped) at step 3734, and the method ends at step 3790.

[00197] While the foregoing is directed to embodiments of the present invention, other and further embodiments of the invention may be devised without departing from the basic scope thereof, and the scope thereof is determined by the claims that follow.